

The *DPH* Way to Achieve Actionable Knowledge, Anytime, Anywhere

San Francisco Health Commission

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Briefed by Eric Raffin, Chief Information Officer

Takeaways

We have learned the value of having the right information at the right time in the right setting

We are placing a strategic focus on utilizing actionable knowledge to optimize data-driven decisions

Actionable Knowledge is a Strategic Focus

DPH Strategic Objectives

Improving
health
outcomes for
people
experiencing
homelessness

Hiring and
developing our
diverse
workforce

Achieving
health equity
through
community
engagement

The DPH Way
to achieve
Actionable
Knowledge,
Anytime,
Anywhere
(AKATA)

It All Starts with the Data



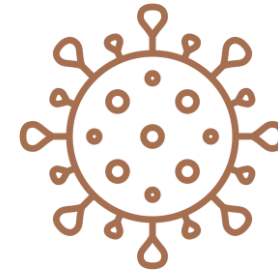
EHR Transformation

Patient/Client/Resident at the center

Data captured in a standard way

Analytics and reporting take far less effort

Unified governance



Pandemic Response

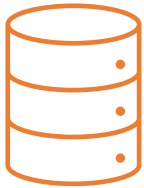
One source of truth

Decisions had to be driven by data and science

Unified governance

Immediate responsiveness

Knowledge Before Action



Data

Availability

Usability

Integrity



Knowledge

Synthesis (data becomes information)

Telling a story (insights/causality)

Analytics

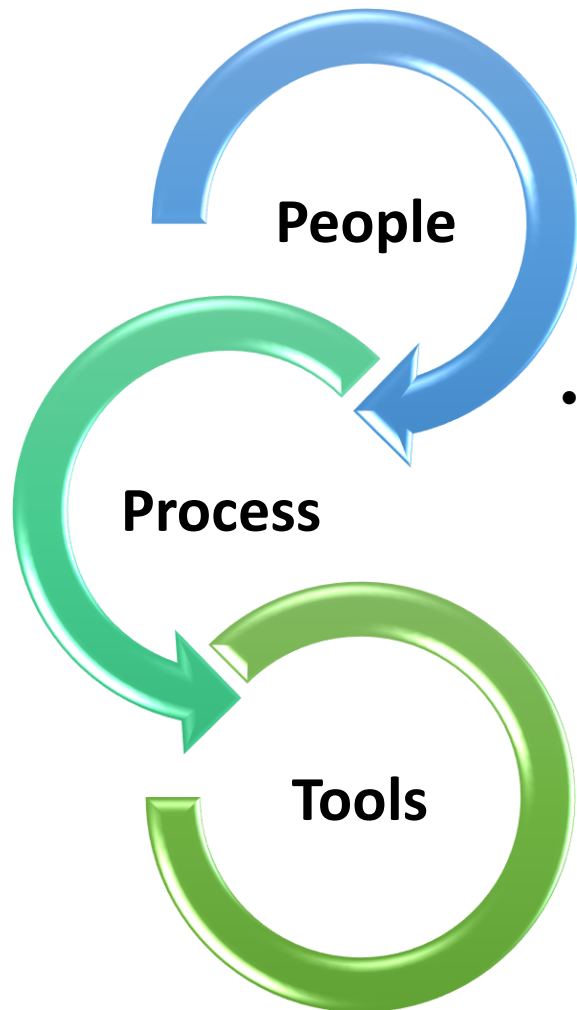


Action

Plan/Do/Study/Act

Continuous improvement

The *DPH* Way to Achieving Actionable Knowledge, Anytime, Anywhere (AKATA)



- Identify and understand analytical talent and capacity
- Create a development model for supporting our analysts
- Enhance self-service analytical capabilities

- Spread Information Governance across DPH
 - Prioritize requests for information
 - Standardize data definitions for consistency
 - Bring self-service analytics into easy reach for staff
 - Weave advanced analytics into our toolbox of solutions

- Continue advancing Epic as the primary information system for our healthcare network (SFHN and PHD)
- Create a data home to serve all DPH information needs

We Are Just Getting Started



We have built our AKATA Core Team



**We are refining our A3 process
improvement charter**



**We are excited to develop the DPH Way
to achieve Actionable Knowledge,
Anytime, Anywhere**

Information is the oil of the 21st century, and
analytics is the combustion engine.

Peter Sondergaard, Gartner Research